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**Authorized Signature****Number:** IM04-019**Issue Date:** 03/08/2004**Topic:** Medical Benefits**Subject:** OHP Application Process for Individuals 60 and over**Applies to (check all that apply):**

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| <input type="checkbox"/> All DHS employees                 | <input type="checkbox"/> County Mental Health Directors                  |
| <input checked="" type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services                                 |
| <input type="checkbox"/> Children, Adults and Families     | <input checked="" type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers        | <input type="checkbox"/> Other (please specify):                         |

**Message:** A new procedure for OHP applications will be implemented April 1, 2004. This new process will affect individuals that are age 60 or over who contact the toll-free number to apply for OHP. The packets that are sent to clients age 60 or over will now include a return envelope with the local SPD/AAA office address. OHP application requests through the toll-free number are handled by OSCI Application Processing Center.

In the past, all application packets that were sent from the OSCI Application Center included a return envelope with the address of 5503.

There is no change to local office procedures except that if there are minor children on the application the expectation is that the local office will determine eligibility rather than forwarding on to the OHP Statewide Processing Center (only 4% of these applications have minor children in the household).

The objective of this new process is to provide better customer service to these applicants by ensuring quicker processing time frames and providing them with other information, referral and services such as OPI, meals on wheels etc. Additionally, this process will reduce the number of staff involved in the application process.

*If you have any questions about this information, contact:*

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